Alternative Wording for Question 10
Version CS-1A

(Delete current a, b and e. Make current f – new e. Other subitems remain the same, including the key codes.)

10a. **Did this company detect any viruses which infected any part of its computer systems in 2001?**
EXCLUDE viruses already reported in this survey.

    700
01 □ Yes **-- How many incidents were detected?**
        Count each different virus as one incident.   701 _____ Number

02 □ No – (*If "No," skip to 11, page 6.*)

b. **How many total machines (servers, routers, switches, individual PCs/workstations, etc.) were infected by these computer viruses?**   702 _____ Number

e. **What was the total downtime (in hours) for each of the following due to these virus infections?**
INCLUDE downtime needed for repairs.

**1) Downtime of servers, routers
     or switches**   354 _____ Hours

2) Downtime of individual PCs/workstations
EXCLUDE network-wide downtime reported
above.   355 _____ Hours

f. **How many total person-hours were spent by technical support staff to recover from these computer viruses?**   703 _____ Hours